

Category	Action	Responsibility	Available to	Timescales			Update/Comments	FC update June 2020
				Short 1-3 months	Medium 4 - 9 months	Long 9+ months		
Property	Identify and appoint an independent contractor to visit tenants where issues with the performance of the electric wet heating system have been identified.	Falkirk Council	Falkirk Council Tenants	✓			A list of c 60 tenanted addresses has been passed to the contractor to carry out inspections. Inspections started on Friday 13 December 2019. Programme of visits now complete. General findings, some radiators undersized and issues with thermostat settings  City Tech were to be diverted to tenants who are satisfied with system and running costs as of late Feb 2020. COVID has prevented further visits	<b>ACTION COMPLETE</b>
	Information collected from property visits will be analysed and recommendations/outcomes agreed, reported and implemented.	Falkirk Council	Falkirk Council Tenants	✓	✓	✓	Fabric of buildings meeting SHQS and EESSH EPCs show all at C or D rating. Doors and windows at the end of their useful life. Some radiators may need upgraded to suit new systems	<b>ACTION COMPLETE</b>
	Carry out energy efficiency assessments for individual properties to identify additional measures that will improve the thermal efficiency of homes, including property repair related matters	Falkirk Council	Falkirk Council Tenants	✓			Fabric of buildings meeting SHQS and EESSH EPCs show all at C or D rating. Doors and windows at the end of their useful life. Some radiators may need upgraded to suit new systems	<b>ACTION COMPLETE</b>
	Create a dedicated web portal to publish advice and guidance in response to the issues raised by our tenants along with a facility for tenants to feedback issues	Falkirk Council	Falkirk Council Tenants	✓			Information published and event poster shared and available on line	<b>ACTION COMPLETE</b>
	Undertake an independent review of current alternative heating systems to assess their relative efficiency, recognising current available renewable technologies	Falkirk Council	All residents			✓	Suitably qualified consultancy support identified and procured. Consultant report received. Findings being analysed and identified way forward for replacement being established.	<b>ACTION COMPLETE</b>
Welfare Benefit and Financial Advice & Support	Provide confidential personal advice and guidance for: - Welfare benefits - Income maximisation and debt management	Falkirk Council	All residents	✓			The following links are available on Falkirk Council Website. Residents are asked to:  1. Residents can check they are getting all the income to which household is entitled. This can be done via <a href="https://falkirk.entitledto.co.uk/home/start">https://falkirk.entitledto.co.uk/home/start</a>  2. If it is identified that a resident has entitlement to any other benefits but have difficulty in successfully applying for this we can assist - <a href="https://www.falkirk.gov.uk/services/benefits-support/help-with-welfare-benefits.aspx">https://www.falkirk.gov.uk/services/benefits-support/help-with-welfare-benefits.aspx</a>	<b>ACTION COMPLETE</b>

Function	Action	Responsibility	Available to	Timescales			Update/Comments	
				Short 1-3 months	Medium 4 - 9 months	Long 9- 12months		
							<p>3. If a resident has debt or difficulty budgeting, as a result of energy costs we can offer independent advice - <a href="https://www.falkirk.gov.uk/services/benefits-support/money-advice.aspx">https://www.falkirk.gov.uk/services/benefits-support/money-advice.aspx</a></p> <p>If anyone needs help to access or complete they can visit any Advice and Support Hub. <a href="https://www.falkirk.gov.uk/places/oss-ash/">https://www.falkirk.gov.uk/places/oss-ash/</a></p>	
Facilitate community partnership working with other agencies	<p>Arrange a number of local Information Events to provide personalised advice on:</p> <ul style="list-style-type: none"> <li>Property and heating system performance</li> <li>Energy efficiency / consumption reduction</li> <li>Available tariffs and billing</li> <li>Finance and debt advice</li> </ul>	Falkirk Council Home Energy Scotland Scottish Power	All residents	✓			<p>Open Meetings took place on the following dates:- Wednesday 26 February, Slamannan Community Centre - 10am-12pm, 2-4pm and 5-7pm Monday 2 March, Avonbridge Community Hall - 10am-12pm, 2-4pm and 5-7pm Wednesday 11 March, California Community Wing, California Primary School - 4-7pm</p>	<b>ACTION COMPLETE</b>
	<p>Engage with Scottish Power to:</p> <ul style="list-style-type: none"> <li>Review Tariffs</li> <li>Consider potential funding streams for owners to improve efficiency of homes</li> <li>Liaise with customers experiencing difficulties with bills</li> <li>Consider additional support from other SP divisions to identify other measures to help the community (s) involved</li> </ul>	Falkirk Council	All residents	✓			<p>Some meter and billing issues identified / reported to Scottish Power Scottish Power confirm systems drawing correct current and consumption New tariff created by Scottish Power No Smart meter solution on the market, currently in development Utility company swaps can be undertaken, however debt may be an issue Single rate meters can be installed</p> <p>Meeting held with Scottish Government funded organisation Warm Works/ Scottish Power and Falkirk Council to explore funding options.</p>	<b>ACTION COMPLETE</b>
	Engage with representatives of Scottish Gas Network (SGN) to investigate the possibilities of gas provision within 'Off gas areas' throughout the Falkirk Council area.	Falkirk Council	All residents	✓			Contact made and estimates provided by SGN Potential for some areas to be viable for gas Consultant has considered as part of report	<b>ACTION COMPLETE</b>
	Establish network of community groups, to improve engagement and secure wider community improvement	Falkirk Council	All residents	✓			Falkirk Council Community Engagement Team to lead on the development of Tenants and Residents Organisations. Links with all groups and community events set up	<b>ACTION COMPLETE</b>